



Identity Access Management

CAPPS IAM PROJECT

TDIS Go-Live

User Group Presentation

May 25, 2021

IAM Go-Live: Agenda

- 1. Prep & Planning**
- 2. Expectations for June 7**
- 3. IAM Resources**
- 4. Q&A**

IAM Go-Live: Prep & Planning

Preparation for Go-Live:

- Agencies must ensure that all staff are aware of the impact of the IAM/TDIS implementation and are prepared to complete the enrollment process on June 7.
 - Once IAM/TDIS is live, it will be **the only way** for users to access CAPPS.
- Users who participated in User Acceptance Testing (UAT), via the non-production portal, should be prepared to repeat the enrollment process for Production.
- Agencies need to identify their Delegated Admins for production and submit the role requests as soon as possible but **no later than close of business on June 2**.
 - Agency Security Coordinators must submit the ticket via the Security Request System (SRS) for the role: TX_SC_IAM_DELEGATED_ADMIN.
 - Users assigned the Delegated Admin role for UAT still need a request submitted for the role in Production. The role assignment does not transfer automatically.

IAM Go-Live: Prep & Planning

IAM/TDIS Email Domain Changes:

- Email domain names (sender addresses) were changed effective May 6, as listed below.
- Emails generated by IAM/TDIS will include user enrollment emails, multi-factor authentication steps, confirmations of account or profile changes, etc.
- Agencies should:
 - Confirm with their IT departments that these sender domains are not subject to agency quarantine rules and are able to be received by all agency users.
 - Inform all agency users that these emails are expected and are not Phishing attempts

| Email Domain | Previous Email Domains | New SPF Email Domains as of May 6 |
|--|--------------------------------------|---|
| TDIS Stage Email Domain (Non-Production) | no-reply@developers.portal.texas.gov | no-reply-stg@myaccess.ad.portal.texas.gov |
| TDIS Production Email Domain | no-reply@tdis.texas.gov | no-reply@myaccess.dir.texas.gov |

IAM Go-Live: Prep & Planning

Terminated Users:

- A list of terminated users who still have CAPPS access was added to each agency's IAM UAT Service Request ticket (SR) on Thursday, May 20.
- Between now and Go-Live, agencies should:
 - Monitor their lists for changes to user status that occur between now and go-live.
 - Ensure a personal email address is entered in CAPPS for users who terminate during this period.
- Terminated users who do not have a personal email address in CAPPS will not receive the TDIS enrollment email on June 7.

IAM Go-Live: Prep & Planning

Deployment Weekend:

- CAPPS Production and Non-Production environments will be unavailable beginning Friday, June 4 at 5:00 p.m. until Monday, June 7 at 8:00 a.m.
- Impacted environments include:
 - CAPPS Financials, HR/Payroll, and ELM
 - CAPPS Recruit
 - CAPPS Learn
 - CAPPS Business Objects
- Batch jobs will run at 5:00 p.m. on Friday night prior to the CAPPS System coming offline.
 - Batch jobs will be run again after deployment activities have been completed and will be up to date when CAPPS comes back online at 8:00 a.m. on Monday.

IAM Go-Live: Expectations for June 7

Expectations for Go-Live:

- Users will receive the TDIS enrollment email the morning of Monday, June 7.
 - The account enrollment email will come from no-reply@myaccess.dir.texas.gov.
 - Users should follow the email's instructions to complete the account setup.
NOTE: The link in the email works only for the initial setup.
 - Users who do not receive the email should check their spam folders and trash. If they are unable to locate the email, they should contact their Delegated Admin.
 - Users are advised to clear their browser cache first thing Monday morning before beginning the enrollment process.
- Delegated Admins (DA) need to be prepared to support agency end users beginning the morning of June 7, including:
 - Handling a high volume of requests for assistance during the first 72 hours.
 - Address a wide variety of requests, including users whose links have expired and users who require account unlocks or password resets.

IAM Go-Live: Expectations for June 7

TDIS Enrollment Updates:

- Agencies should encourage all staff to complete their TDIS Portal enrollment as soon as possible.
- Agencies will be provided an enrollment report prior to the initial 72-hour expiration.
- An additional enrollment report will be also provided after the expiration window for any remaining users not yet enrolled.
- Delegated Admins may need to resend enrollment links, as needed, for any users who request a new link.
 - Reminder: Agency delegated admins can see each other's profiles in the console but cannot complete any actions for other delegated admins.
 - DAs who need assistance with their own accounts will need to contact the CAPPS HR/Payroll Help Desk.

IAM Go-Live: Resources

Organization Change Management (OCM) Resources:

- The core packet of OCM materials were sent out via Level 1 notifications and are available on the FMX IAM information page at <https://fmx.cpa.texas.gov/fmx/capps/iam>. These documents include:
 - CAPPS IAM/TDIS Enrollment Quick Reference Guide
 - CAPPS IAM/TDIS MFA Getting Started Guide
 - CAPPS IAM/TDIS Frequently Asked Questions (FAQ).
- Additional resources are being finalized and will be available between now and June 4.

IAM Go-Live: Resources

- Questions can be submitted to the **CAPPS HR/Payroll Help Desk**:
 - by calling 512-463-CAPPS (2277), option 3.
 - by emailing CAPPS.Help@cpa.Texas.gov.
- For additional IAM project information, refer to the CAPPS IAM/TDIS Implementation website at <https://fm.xcpa.texas.gov/fmx/capps/iam/>.

Thank You!

Presenters:
Chelsa Vinklarek

